Business Development

Business Plan Report

Customer

Objective Name Owner(s)

Customer-friendly environment for regulated businesses and entities doing business with Miami-Dade County - Bus Dev

Marsha Jackman Marilyn McGill Sheri McGriff Tara Smith Patricia Thomas Department of Business Development

Initiatives Linked To Objective

Implement Ordinance 90-143 amendments -

Develop CWP including its training component - CRC

Owner(s)

Sheila Martinez Marilyn McGill

Marilyn McGill

GrandParent Objectives

Create a more business-friendly environment in Miami-Dade County

Parent Objectives

(ED4.2) Customer-friendly environment for regulated businesses and entities doing business with Miami-Dade County (priority outcome)

Measures Owner(s)

Administrative and Debarment Hearings

Marilyn McGill Teresa Sands

Administrative hearings are held when firms are found in violation and an appeal has been requested. Small business violations for procurement and A&E go before the County's Review Committee. Hearing for wage related issues go before an Administrative Hearing Officer. In the of case debarments, the action is initiated by a County department and not DBD. Therefore, although a department's request is filed with DBD, the pursual of the actual debarment proceeding is contingent upon the requesting department taking action of its case.

QA

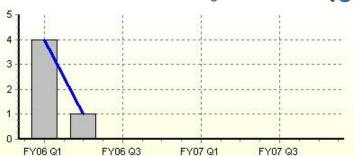
Performance Graph

Initiatives Linked To Measure

Child Measures Linked To Measure

Owner(s)

Administrative and Debarment Hearings



- Goal

☐ Actual — Trend

ACTUAL GOAL DATE

good direction

updated: 4/6/2006

Comprehensive Audits Sheila Martinez Marilyn McGill

Comprehensive audits are issued for all construction, procurement and A&E projects to ascertain compliance of firms awarded or working on designated projects. Audit activities include site interviews that are conducted as verification of participation, reviewing payrolls, and requesting financial documentation.

Performance Graph

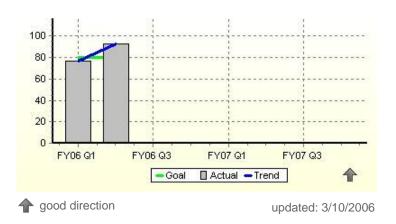
Initiatives Linked To Measure

Owner(s)

Comprehensive Audits



	ACTUAL	GOAL	DATE
Comprehensive audits conducted for construction projects with measures	26	20	FY06 Q2
Comprehensive audits conducted for construction projects with wage requirements	29	25	FY06 Q2
Comprehensive audits conducted for procurement projects with	24	20	FY06 Q2



wage requirements

Comprehensive audits for procurement projects with measures

14 15

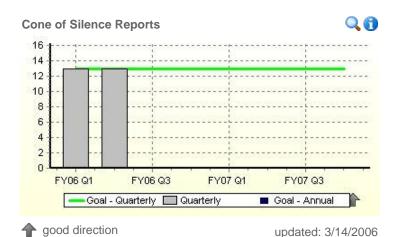
FY06 Q2

Cone of Silence Reports

Marilyn McGill Sheri McGriff

The Cone of Silence Projects Report lists all of the contracts affected by the County's Cone of Silence ordinance and shows the dates during which the Cone of Silence is to be in effect. These reports are issued weekly. It is the policy of Miami-Dade County that a "Cone of Silence" be established on all County competitive selection processes including: Request for Proposals (RFPs) Requests for Qualifications (RFQs), and Bids for the provision of goods and services The Cone of Silence prohibits any communication regarding a particular RFP, RFQ or bid solicitation after they have been advertised. This Cone of Silence is designed to protect the professional integrity of the procurement process by shielding it from undue influences prior to the recommendation of contract award. It establishes a disciplinary and/or penalty process for those who violate the Cone of Silence. The Cone of Silence is terminated at the time when the County Manager issues a written recommendation to the Board of County Commissioners, or at the time when the issuing department issues its written recommendation to the Manager when the award is within the Manager's delegated authority.

Performance Graph Initiatives Linked To Measure Owner(s)



Child Measures Linked To Measure

ACTUAL GOAL DATE

Selection Committees Marsha Jackman Marilyn McGill

DBD establishes and maintains a pool of Selection Committee members that reviews bid proposals as mandated by the BCC, and ensures that the committees are balanced with regard ethnicity and gender.

Performance Graph



Initiatives Linked To Measure

Child Measures Linked To Measure

ACTUAL GOAL DATE

Owner(s)

updated: 4/10/2006

Site visits conducted

Sheila Martinez Marilyn McGill

The practice of conducting site visits is one of the means by which the monitoring process is effected. It is an important function, as it is only through it we can verify that designated firms meeting goals are actually participating, employees are working in their assigned classifications, and are receiving their designated pay rates. Site visits are conducted only part of a work week.

Performance Graph

Initiatives Linked To Measure

Owner(s)

Site visits conducted



Child Measures Linked To Measure

ACTUAL GOAL DATE

good direction

updated: 4/7/2006

Violations History

Marilyn McGill

Initiatives Linked To Measure

Owner(s)

Performance Graph



good direction

updated: never

	ACTUAL	GOAL	DATE
90-143 Violations	91	n/a	Cal05
97-52 Violations	12	n/a	Cal05
99-44 Violations	44	n/a	Cal05

 $\label{thm:maximization} \mbox{Maximization of living wage opportunities for all Miami-Dade County residents} - \mbox{Bus Dev}$

Sheila Martinez Marilyn McGill Department of Business
Development

Initiatives Linked To Objective

Owner(s)

GrandParent Objectives

Reduce ambiguity regarding the health benefit plans qualifying under the Living Wage Ordinance - CRC

Marilyn McGill

Lead the coordination of economic development activities throughout Miami-Dade County

Parent Objectives

(ED2.4) Maximization of living wage opportunities for all Miami-Dade County residents

Measures Owner(s)

Betty Alexander Marilyn McGill Sheri McGriff

Clearly-defined performance expectations and standards - Bus Dev

Initiatives Linked To Objective

Owner(s)

GrandParent Objectives

Enable County departments and their service partners to deliver quality customer service

Parent Objectives

(ES1.1) Clearly-defined performance expectations and standards (priority outcome)

Measures Owner(s)

AAP applications < 5M approved in compliance with Ordinance 98-30/Resolution 1049-93(% goal)

Marilyn McGill

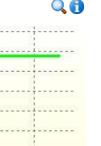
Approve AAP applications with complete documentation within 5 days to achieve 95% level.

Performance Graph

Initiatives Linked To Measure

Owner(s)

AAP applications < 5M approved in comp...



Child Measures Linked To Measure

ACTUAL GOAL DATE

good direction

FY05 Q1

FY05 Q3

updated: 4/12/2006

FY07 Q3

AAP applications >5M approved in compliance with Ordinance 98-30/Resolution 1049-93 (% goal)

FY06 Q1

- Goal

FY06 Q3

■ Actual Trend

Marilyn McGill Teresa Sands

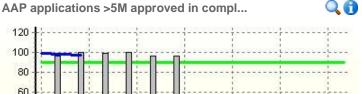
Approve each AAP application with complete documentation within 10 business days to achieve a 95% goal.

FY07 Q1

Performance Graph

Initiatives Linked To Measure

Owner(s)



Oct 2005 Apr 2006 Oct 2006 Apr 2007 Oct 2007 ■ Actual — Trend

Child Measures Linked To Measure

ACTUAL GOAL DATE

good direction

40 20

updated: 4/12/2006

Applications approved in compliance with A.O. 3-39 (PQC)

Goal

Marilyn McGill Teresa Sands

PQC = Pre-Qualification Certification, is the culmination of the various certification processes including AAP, technical certification and Business Entity Registration. Before a certificate is issued all components must be fulfilled. DBD's goal is to approve applications with complete documentation within 15 days to achieve 85% approval TAT and ennsures compliance of A&E firms with A.O. 3-39.



Child Measures Linked To Measure

ACTUAL GOAL DATE

Applications approved in compliance with Ordinance 82-37 (A&E)

Marilyn McGill Teresa Sands

Approve Architectural & Engineering (A&E) applications within 15 business days to achieve goal of 95%.

Performance Graph

Initiatives Linked To Measure

Owner(s)

Applications approved in compliance wi...



Child Measures Linked To Measure

ACTUAL GOAL DATE



good direction

updated: 4/12/2006

Change Order Review

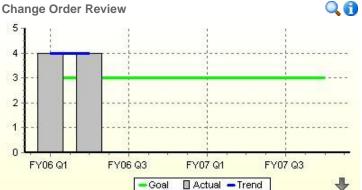
Alina Hudak Marsha Jackman Marilyn McGill Sheri McGriff Tara Smith

DBD reviews and approves within three (3) days all change orders submitted by user departments to determine whether additional measures should be placed and to review compliance with the applicable ordinances.

Performance Graph

Initiatives Linked To Measure

Owner(s)



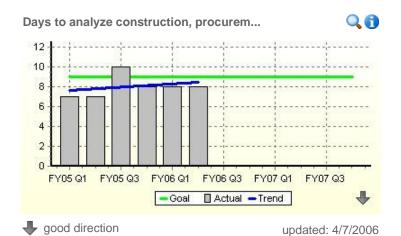
good direction

updated: 4/7/2006

Child Measures Linked To Measure

ACTUAL GOAL DATE The goal is to analyze all county projects within 9 calendar days to apply CSBE, SBE, CBE, CWP measures

Performance Graph Initiatives Linked To Measure Owner(s)



Child Measures Linked To Measure

Submittals

ACTUAL GOAL DATE

Number of Review Committee 322 n/a FY06 Q2

Days to complete A/E compliance reviews

Betty Alexander Marilyn McGill

Compliance reviews are conducted by DBD for Architechtural & Engineering (A&E) projects submitted to the Review Committee (RC) for the application of CBE measures. It is DBD's goal to complete compliance reviews within twelve (12) days.

Performance Graph Initiatives Linked To Measure Owner(s)



Child Measures Linked To Measure

ACTUAL GOAL DATE

Number of A&E submittal 176 n/a FY06 Q2 submitted for review

Days to complete construction compliance reviews (DBD)

Betty Alexander Marilyn McGill

Compliance reviews are conducted by DBD for construction projects submitted to the Review Committee (RC)for the application of CSBE measures. It is DBD's goal to complete compliance reviews within seven (7) days.

Performance Graph Initiatives Linked To Measure Owner(s)

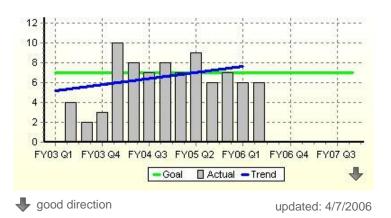
Q 6

Days to complete construction complian...

Child Measures Linked To Measure

ACTUAL GOAL DATE

Number of construction 93 n/a FY06 Q2 submittals submitted for review



Days to complete procurement compliance reviews (DBD)

Betty Alexander Marilyn McGill

Owner(s)

Compliance reviews are conducted by DBD for procurement projects submitted to the Review Committee (RC)for the application of SBE measures. It is DBD's goal to complete compliance reviews within seven (7) days.

Performance Graph

Days to complete procurement complianc...

10

8

6

4

2

FY03 Q1 FY03 Q4 FY04 Q3 FY05 Q2 FY06 Q1 FY06 Q4 FY07 Q3

Goal Actual Trend

Child Measures Linked To Measure

submittals submited for review

Initiatives Linked To Measure

Number of procurement

ACTUAL GOAL DATE
42 n/a FY06 Q2

Days to review Schedule of Intent (SOI) Affidavit checklist

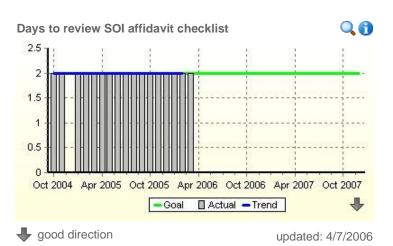
Betty Alexander Marilyn McGill

The SOI review process was instituted to allow contractors to correct defects on the SOI. The SOI affidavit must be submitted with bids as part of the process of identifying subcontractors that are likely to participate through application of small business measures.

updated: 4/7/2006

Performance Graph

good direction



Initiatives Linked To Measure

ACTUAL GOAL DATE

Owner(s)

Workshops/Training/Certification/Mentoring Programs for Small Businesses

Marilyn McGill Patricia Thomas

Initiatives Linked To Objective

Owner(s)

GrandParent Objectives

Host Annual Small Business Conference - BAD

Marilyn McGill Patricia Thomas

Parent Objectives

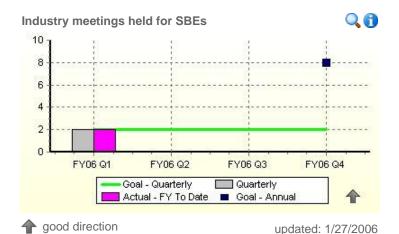
Measures Owner(s)

Industry meetings held for SBEs

Patricia Thomas Marilyn McGill

The FY05/06 goal is to conduct 8 industry meetings for SBEs. One SBE training workshop was conducted at which information about the County's small business program was distributed. However, it must be noted that development of program activities fell into the post-hurricane and the holiday season, so make-up of the other meetings will occur during the following quarters.

Performance Graph Initiatives Linked To Measure Owner(s)



Child Measures Linked To Measure

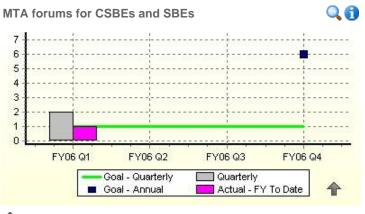
ACTUAL GOAL DATE

MTA forums for CSBEs and SBEs

Marilyn McGill Patricia Thomas

Management and Techincal Assistance (MTA) forums are conducted bi-monthly. To achieve this goal, the Business Assistance Division advertises through flyers, mail-outs, County website and newsletters. Informational packages to familiarize firms with the County's bidding practices and contracting opportunities are also provided at forums and other avenues. The participation of other County departments is also coordinated through DBD to provide general information about contract requirements. BAD contacts CSBE and SBE firms for one-on-one and follow-up meetings to establish business profiles and to determine growth/concerns.

Performance Graph Initiatives Linked To Measure Owner(s)



Child Measures Linked To Measure

ACTUAL GOAL DATE

good direction updated: 12/15/2005

Performance Graph Initiatives Linked To Measure Owner(s)



Child Measures Linked To Measure

ACTUAL GOAL

Quarterly newsletters distributed

Marilyn McGill Patricia Thomas

DBD's newsletter is scheduled for distribution on a quarterly basis and will be distributed to our certified firms and also to areas where small business owners frequent to keep them abreast and informed of the latest developments in DBD.

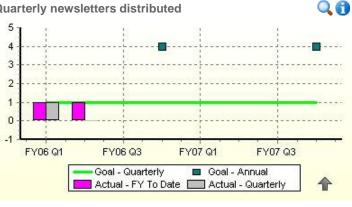
Performance Graph

Initiatives Linked To Measure

Owner(s)

DATE





Child Measures Linked To Measure

ACTUAL GOAL DATE

good direction

updated: 4/4/2006

updated: 2/17/2006

Small Business and Other Certifications

Marilyn McGill John Sarduy

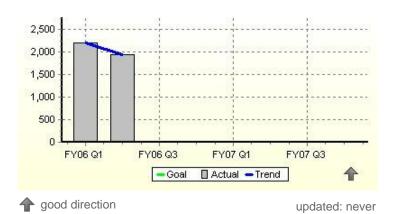
Miami-Dade County offers several classifications in which small business can become certified to participate in county awarded contracts. By maintaining these certifications, these firms are always in a "ready" mode to be involved in contracts that can expand their expertise and businesses which eventually will result in increased participation.

Initiatives Linked To Measure Performance Graph Owner(s)

Small Business and Other Certification...



	ACTUAL	GOAL	DATE
Community Small Business Enterprise (CSBE) Certifications	308	n/a	FY06 Q2
Small Business Enterprise Certifications	64	n/a	FY06 Q2
Community Business Enterprise (CBE) Certifications	142	n/a	FY06 Q2
Micro-Business Enterprise (ME) Certifications	500	n/a	FY06 Q2
Local Development Business	33	n/a	FY06 Q2



(LDB) - Certifications			
Local Small Car Rental (LSCR) Certifications	3	n/a	FY06 Q2
Disadvantaged Business Enterprise (DBE) Certifications	843	n/a	FY06 Q2
BBE Certifications	1	n/a	FY06 Q2
HBE Certifications	55	n/a	FY06 Q2
WBE Certifications	1	n/a	FY06 Q2

Small Business Workshops/Seminars

Performance Graph

good direction

Marilyn McGill Teresa Sands

Owner(s)

Workshops will be presented for Anti-Discrimination, the Small Business Enterprise (SBE)program, Affirmative Action Plans (AAP), Living Wage program and Bonding and Financial Assistance.

Conduct Affirmative Action Plan (AAP) ... Q 1 FY06 Q1 FY06 Q3 FY07 Q1 FY07 Q3 Goal - Quarterly Quarterly Goal - Annual

Living Wage Commission - DO	Marilyn McGill
Reduce ambiguity regarding the health benefit plans qualifying under the Living Wage Ordinance - CRC	Marilyn McGill

Child Measures Linked To Measure

Initiatives Linked To Measure

		ACTUAL	GOAL	DATE
	AAP Workshops	6	2	FY06 Q2
	Anti-Discrimination Workshop	0	1	FY06 Q2
	Living Wage Workshops	0	1	FY06 Q2
	Surety Bond Mentorship Program Workshops	2	2	FY06 Q2

Turnaround time to process new certification applications for small businesses

Patricia Thomas Marilyn McGill

It is DBD's goal to review, approve and gradually decrease the time needed to approve new applications for small business certifications. The goal for FY 05/06 is 20 days. This turnaround time would only be applicable to those applications that have all the necessary documentation needed for approval. Turnaround time is calculated by Oracle.

updated: 3/14/2006

Performance Graph Initiatives Linked To Measure Owner(s)



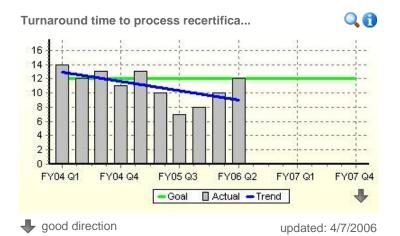
Child Measures Linked To Measure

ACTUAL GOAL DATE

businesses

It is DBD's goal to review and approve applications (turnaround time) for small business recertification within 12 business days. Turnaround time is tracked by Oracle.

Performance Graph Initiatives Linked To Measure Owner(s)



Child Measures Linked To Measure

ACTUAL GOAL DATE

Bonding and Financial Assistance Programs

Marilyn McGill Sheri McGriff Department of Business Development

Initiatives Linked To Objective

Owner(s) GrandParent Objectives

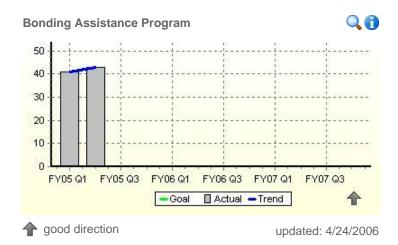
Parent Objectives

Measures Owner(s)

Bonding Assistance Program Marilyn McGill

It is DBD's goal to assist all firms to achieve bonding and as such therefore some initiatives for the bonding assistance during FY05/06 will be to present a resolution to the Board of County Commissioners regarding the Broadlands bond mentorship program and once approved to implement the training program which will result in having more firms qualified for bonding. Additionally, DBD provides help to obtain financial assistance by determining a firm's financial needs and credit-worthiness.

Performance Graph Initiatives Linked To Measure Owner(s)



Child Measures Linked To Measure

	ACTUAL	GOAL	DATE
Bond Mentorship Program	n/a	n/a	
CSBE Mentorship and Training Program	n/a	n/a	

Financial Assistance Program

Marilyn McGill

Owner(s)

Community Small Business Enterprise (CSBE) and Small Business Enterprise (SBE) firms often face the burden of financing projects over extended periods of time or lack the start-up capital to begin a project. Without adequate support from financial institutions, this burden can lead to contract defaults or eventually put these firms out of business. The County seeks to remedy this situation for those certified in our small business programs.

Performance Graph

n



Actual -Trend

updated: never

Child Measures Linked To Measure

Initiatives Linked To Measure

ACTUAL	GOAL	DATE
n/a	n/a	
n/a	n/a	
n/a	n/a	
ו	/a /a	/a n/a

North Terminal Development Claims Program for CSBEs

Goal

Marilyn McGill

The BCC mandated that CSBEs who participated in the NTD project that have valid unpaid claims should be paid. Therefore, this program has been implemented to assist CSBEs in preparing their claims for work completed on the NTD construction project. Firms will be assisted during preparation phases in order to provide reasonable and necessary documentary support required to demonstrate entitlement and costs of any claims asserted in

Performance Graph Initiatives Linked To Measure Owner(s)



Child Measures Linked To Measure

ACTUAL GOAL DATE

updated: never

Objective Name	Owner(s)
Advisory Boards/Living Wage Commission staffed by DBD	Marilyn McGill

Initiatives Linked To Objective		Owner(s)	GrandParent Objectives
SBE Advisory Board - BPD		Marilyn McGill	Customer-friendly environment for regulated business
CSBE Advisory Board - CRC	Sheila Martinez	Marilyn McGill	doing business with Miami-Dade County (priority outco
Living Wage Commission - DO		Marilyn McGill	Parent Objectives

sses and entities come)

(ED4.2.2) Customer-friendly environment for regulated businesses and entities doing business with Miami-Dade County - Bus $\mbox{\rm Dev}$

Measures Owner(s)

Meet Budget Targets (Business Development)

Rosella Dore Marsha Jackman Sheri McGriff

Sheri McGriff Rosella Dore Marilyn McGill

ACTUAL GOAL

Initiatives Linked To Objective

Owner(s)

GrandParent Objectives

Planned necessary resources to meet current and future operating and capital needs (priority outcome)

Parent Objectives

(ES8.2.1) Meet Budget Targets

Measures Owner(s)

Revenue: Total (Business Development)

Total revenue in \$1,000s (from FAMIS)

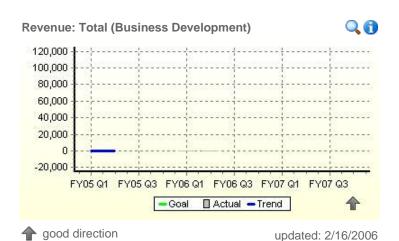
Performance Graph Initiatives Linked To Measure

Owner(s)

DATE

Owner(s)

DATE



Child Measures Linked To Measure

DBD Capital Working Fund	\$0	\$1,747	FY06 Q2
DBD Carryover	0	157	FY06 Q2
DBD Certification Fees	\$2	\$16	FY06 Q2
DBD UMSA General Fund	\$0	\$93	FY06 Q2
Revenue: CW Gen Fund (Business Development)	\$0	\$197	FY06 Q2

Expen: Total (Business Development)

Sheri McGriff Rosella Dore Marilyn McGill

ACTUAL GOAL

Total expenditures in \$1,000s (from roll-up of Personnel, Other Operating, and Capital)

Performance Graph Initiatives Linked To Measure



		ACTORE	JOAL	DAIL
	Expen: Other Operating (Business Development)	775	502	FY06 Q2
\blacksquare	Expen: Personnel (Business Development)	\$1,669	\$1,690	FY06 Q2
	Expen: Capital (Business Development)	\$8	\$17	FY06 Q2

Owner(s)

Filled/Vacancy Report Marilyn McGill

Initiatives Linked To Objective

Owner(s) **GrandParent Objectives**

Parent Objectives

Measures Filled Positions Owner(s)

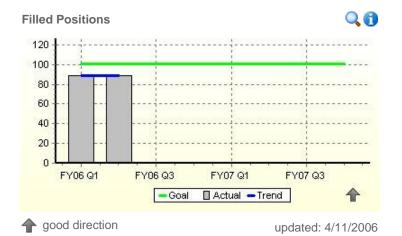
Marilyn McGill

Performance Graph

Initiatives Linked To Measure Owner(s)

Child Measures Linked To Measure

ACTUAL GOAL **DATE**



Temporary positions

Marilyn McGill

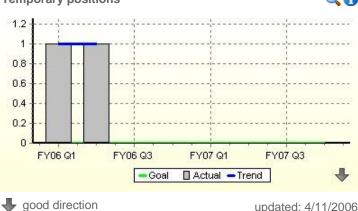
Performance Graph

Initiatives Linked To Measure

Owner(s)

Temporary positions

Q 6



Child Measures Linked To Measure

ACTUAL GOAL DATE

Turnover rate Marilyn McGill

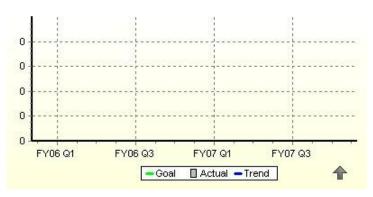
DBD lost two staff members in the first quarter of FY 05/06 one to the private sector and another to moving from S.FI.

updated: 4/11/2006

Performance Graph Initiatives Linked To Measure Owner(s)

Child Measures Linked To Measure QA **Turnover rate**

> ACTUAL GOAL DATE



updated: never

Vacancy positions

Marilyn McGill Sheri McGriff

Performance Graph

Initiatives Linked To Measure

Owner(s)

Vacancy positions



Child Measures Linked To Measure

ACTUAL GOAL DATE

16 14 12 10 8 6 4 2 FY06 Q1 FY06 Q3 FY07 Q1 FY07 Q3 - Goal Actual -Trend

ngood direction

updated: 4/11/2006

Technology projects completed as planned - Bus. Dev.

Marilyn McGill Department of Business Development

Initiatives Linked To Objective	Owner(s)	GrandParent Objectives
Develop and implement new MTA application - MIS	Marilyn McGill Sheri McGriff	Capitalize on technology to improve service, increase efficiency and provide greater information access and exchange
Develop /Implement Bonding and Financial Interface - MIS	Marilyn McGill Sheri McGriff	Parent Objectives
Develop/Implement NIGP countywide .NET application - MIS	Marilyn McGill Sheri McGriff	(ES4.5) Technology projects completed as planned
Electronic Data Management System (EDMS) - MIS	Marilyn McGill Sheri McGriff	
Equitable Distribution Program (EDP) Restructure - MIS	Marilyn McGill Sheri McGriff	
Develop/Implement SBE/Micro Justification System	Marilyn McGill Sheri McGriff	
Develop/Implement Interface for DBD & Building Dept MIS	Marilyn McGill Sheri McGriff	
Analyze/Design Handheld Applications - MIS	Marilyn McGill Sheri McGriff	
Develop/Implement new Work History Report - MIS	Marilyn McGill Sheri McGriff	

Measures Owner(s)

Retention of excellent employees - Bus. Dev.

Marilyn McGill Sheri McGriff Department of Business Development

Initiatives Linked To Objective

Owner(s)

GrandParent Objectives

Attract, develop and retain an effective, diverse and dedicated team of employees

Parent Objectives

(ES5.2) Retention of excellent employees

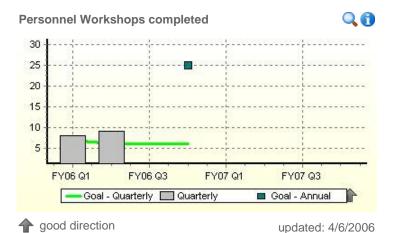
Measures Owner(s)

Training/Seminars/Workshops - Departmental Level

Marilyn McGill Sheri McGriff

The personnel unit continues to develop training opportunities and workshops to provide employees with increased proficiencies in customer service, compliance monitoring and to and boost morale, build staff camaraderie and relieve stress.

Initiatives Linked To Measure Performance Graph Owner(s)



Child Measures Linked To Measure

ACTUAL GOAL DATE

Training/Workshops/Seminars - Divisional Level

Marilyn McGill

Performance Graph

Initiatives Linked To Measure

Owner(s)





updated: never

	ACTUAL	GOAL	DATE
Administration & Finance Staff Development	n/a	n/a	
Business & Professional Development Division Staff Development	n/a	n/a	
Business Assistance Division Staff Development	n/a	n/a	
Contract Review & Compliance Division Staff Development	n/a	n/a	
Professional Support Services Division Staff Development	n/a	n/a	

Graduated Firms in the small business programs

Alina Hudak Marilyn McGill Patricia Thomas

Initiatives Linked To Objective

Owner(s)

GrandParent Objectives

Parent Objectives

Measures Owner(s)

Names & Dates of Firms Graduated

Marilyn McGill Patricia Thomas

Juliana Enterprises, Inc. DBA Power Pro - 2/13/06 Enterprise Technology Partners, LLC -- 2/6/06 Manuel G. Vera & Assc.Inc. 3/2/06 Amion Enterprises International - 2/28/06 TotalPack, inc. 3/1/06 ARFRAN, L.I. Inc. 3/29/06

Performance Graph Initiatives Linked To Measure Owner(s)

Names & Dates of Firms Graduated



Child Measures Linked To Measure

ACTUAL GOAL DATE



good direction

updated: 3/14/2006